

## *District IV Commissioner Romney Rogers*



**Update on Excessive FLL Aircraft Noise** – You may be aware that the City Commission passed Resolution 15-68 on March 17 to encourage Broward County and the Federal Aviation Administration (FAA) to work together to reduce aircraft noise (due to opening the new South Runway) by exploring safe, reasonable, flight-pattern opportunities, which would reduce noise impacts to the surrounding neighborhoods. Since then, the County and FAA have had productive discussions, resulting in the initiation of changes to arrival and departure procedures that would keep most arriving and departing aircraft on a narrower path until they reach a greater distance from the airport. This should help cut down on the excessive noise. It will take some time for the new system to be implemented, as training on the modified procedures will be needed. Further, I would encourage residents to participate in the upcoming noise study ("Part 150 Study"), scheduled to begin next April (2016). This is FAA's formal process to evaluate airport noise impacts.

**2014 Neighbor Survey** – Results of our third annual Neighbor Survey are in, and it is decisively clear that our neighbors are increasingly satisfied with the job we are doing! In fact, neighbor satisfaction with the quality of customer service we provide has never been stronger. I am pleased to report that we scored 11% above the national average for the overall quality of our City services, and that neighbor satisfaction improved in numerous key categories, including: 1) Overall image of the City, 2) Overall appearance of the City, 3) Overall satisfaction with the City as a place to live, 4) Overall satisfaction that the City is moving in the right direction, and 5) Overall satisfaction with the value our neighbors receive for their City tax dollars.

In addition, City employees have been working on improving customer service and community appearance, and residents' satisfaction has increased 10% or higher for many indicators. The City continues to exceed the national average for the overall quality of services. For neighbors, who contacted the City directly, the following indicators increased more than 10%:

- "It was easy to find someone to address my request" increased 14% since 2012
- "The response time was reasonable" increased 11% since 2012
- "I was able to get my question / concern resolved" increased 11% since 2012
- "Employees are courteous / professional" increased 10% since 2012
- "I was satisfied with my experience" increased 11% since 2012

On Thursday, April 23 at 12:30 PM, a City Commission workshop will be held at City Hall to further review and analyze the data. Survey findings will be used to help identify Commission priorities for the coming fiscal year. To learn more about the survey, please log on to <http://www.fortlauderdale.gov/departments/city-manager-s-office/structural-innovation-division/neighbor-survey>.

**Enhanced Online Neighbor Resource** – The City is in the process of expanding online services for our neighbors to promote an informed and engaged community. For example, the new Property Reporter – formerly known as the Property Information Reporter – has been launched. This enhanced tool features a modern interface, is mobile-friendly, and provides access to more information than the previous version. The upgrade provides access to Public Works First Responder crews, FEMA Flood Zones, property tax assessments, and aerial or topography maps. And, you can still use the Property Reporter to look up neighborhoods, Commission Districts, and sanitation schedules. I invite you to explore the Property Reporter today, at <http://gis.fortlauderdale.gov/propertyreporter/>.

### **For Your Calendar**

- **Telephone Town Hall Meetings** – For the schedule, along with audio recordings of past meetings, please visit <http://www.fortlauderdale.gov/departments/city-manager-s-office/public-affairs-office/telephone-town-hall-meetings>.
- **Burger Battle™ VI** – Friday, May 8 from 7 - 10 PM, Huizenga Plaza, rain or shine. 21 and older, please.
- **KaBOOM! Playground Build at Poinciana Park** – Saturday, May 9 at 8:30 AM, 401 SE 21 Street; call 954-828-5786
- **2015 Transportation Summit "StreetSmarts"** – Wednesday, May 20 from 8 AM - 5 PM, Huizenga Pavilion at the Broward Center. Registration is required. For information: <http://www.fortlauderdale.gov/departments/transportation-and-mobility/transportation-and-mobility-special-events/transportation-summit#ad-image-3>.
- **Great American Beach Party** – Saturday, May 23 beginning at 10 AM on the beach at A1A and East Las Olas Blvd
- **Riverwalk Noon Tunes** – Huizenga Plaza, Noon - 1:30 PM on Wednesdays through May 27
- **Farmer's Market at Broward Health** – 1600 S Andrews Avenue, 9 AM - 3 PM on Tuesdays through June 2
- **Las Olas Sunday Market** – YOLO Plaza, 333 East Las Olas Blvd, 9 AM - 3 PM

➤ My City Hall Office Hours are Mondays from 2 - 5:30 PM and Tuesdays from 9 AM - Noon (in non-Commission weeks).

To schedule a meeting, please contact MJ Matthews at 954-828-5028 or [mmatthews@fortlauderdale.gov](mailto:mmatthews@fortlauderdale.gov).